

The Martinsville Police Department welcomes commendations of Department personnel who admirably perform their duties. We also encourage complaints and/or questions about Department performance or the actions of its personnel.

Procedures:

If you wish to file a complaint against an officer or employee, or believe that an officer or an employee has acted improperly, you may register a complaint in the following manner:

1. Stop by Martinsville City Hall located at 59 S. Jefferson St., Martinsville, IN 46151. Request to speak with the Chief, Assistant Chief, or a supervisor. Request a "Citizen Complaint Form" and fill it out completely, and drop it off or mail it back to the above address.
2. If you cannot come to the Police Department, and you believe that you must speak to a supervisor immediately, call the Martinsville Police Department at (765-342-6614).

Complaints:

All complaints, whether through an identified or anonymous complaint, regarding the police Department or one of its employees will be investigated. The investigation may be either formal or informal depending on the type and severity of the allegations made. Minor infractions of policies, procedures, or other rules may be handled at the supervisory level through counseling, training, or admonishment. Attempts to resolve your complaint informally can be made by the supervisor.

Allegations of crimes or serious infractions will be documented and handled more formally through the Internal Affairs function. If sustained, these allegations *could* result in a member's discipline up to and including suspension, demotion, or termination.

Any member of the Department may take the initial information for a complaint. Complaints should be made in person to an officer, and the complainant will be asked to sign the form and provide a telephone number at which the investigating officer may contact them. Depending on the circumstances and information that you provide, you may be contacted again for additional information.

If a complainant files a complaint that could cause an officer to be disciplined to an extent of being suspended, demoted, or terminated, the complainant may be asked to take a truth verification exam at the expense of the Department. The complainant may also be asked to testify at the Board of Public Works and Safety hearing to determine the fate of the officer.

If a complainant is unwilling to sign the form or makes the complaint by telephone and is unwilling to file a report, the complaint will be handled in an informal manner and investigated by a supervisor.

Generally, supervisors or investigators have 30 days to conclude an investigation unless command personnel extend that time due to extenuated circumstances. If necessary, you may be contacted sometime during the investigation to be given an update of the investigations process. The police officer(s) concerned will be informed of the substance of the complaint unless to do so would prejudice the investigation.

Upon completion of the investigation and determination of the appropriate action, you will be notified of the “Conclusion of Fact” resulting from that investigation. If the supervisor handled the complaint, you may be contacted directly by that supervisor. If the complaint was handled formally, the investigator and successive levels of command will recommend to the Chief of Police one of several alternative findings based on the probable facts of the investigation. These alternatives include:

1. **Sustained:** Investigation disclosed sufficient evidence to support the allegations.
2. **Not Sustained:** Insufficient evidence available to either prove or disprove the allegations of the complaints.
3. **Unfounded:** The complaint was not based on facts, as shown by the investigation, or the incident complaint did not occur.
4. **Exonerated:** The action reported did occur, but the investigation disclosed that the actions were reasonable, lawful, and proper.

The Chief of Police will, after review of the investigation and subordinate recommendation, make the final determination and then direct the action to be taken, if any is necessary. This is the point in time when you will be notified of the outcome of the complaint.

Commendations:

Being a police officer is not only a dangerous job, but it can also be a satisfying job. Why does a person become a police officer and stays with it? Surely it is not the legal restrictions which make the job increasingly difficult, the long hours, or the risk of being killed or injured trying to protect people who are disrespectful. It is a sense of satisfaction, like winning a jury trial, saving a life, and overall contribution to society. Somehow that feeling seems to make everything worthwhile.

Police Officers and Department employees have to be service oriented. The biggest recognition any police officer(s)/employee can receive is to be complimented for their excellent service by a citizen.

Commendations from a citizen can be made in letter form. Please describe the incident and the date, along with the officer(s)/employee’s names. Please indicate why they impressed or assisted you, what action was taken by the officer(s)/employee that made the difference. Please send it to: Martinsville Police Department, ATT: Chief of Police, P.O. Box 1415, Martinsville, IN 46151